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PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of:

Coward, R. Daniel et al.

Application No: 10/808,761

Filed: March 24, 2004

For: SYSTEM AND METHOD FOR
ADVANCED SERVICE INTERACTION

) Attorney Docket No: SUNMP324

) Examiner: Huynh, Nam Trung

) Group Art Unit: 2617

) Date: June 9, 2008

CERTIFICATE OF MAILING

I hereby certify that this correspondence is being deposited with the United States Postal Service in an envelope as First Class Mail to: Commissioner for Patents, P.O. Box 1450 Alexandria, VA 22313-1450 on June 9, 2008.

Signed: 
Jayanthi Minisandram

Mail Stop: AMENDMENT
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

Transmitted herewith is an Amendment in the above-identified application.

The fee has been calculated as shown below.

	Claims Remaining After <u>Amendment</u>	Highest Previously <u>Paid For</u>	Present <u>Extra</u>	SMALL ENTITY <u>RATE FEE</u>	OR	LARGE <u>RATE FEE</u>	ENTITY
TOTAL							
CLAIMS	<u>15</u>	<u>21</u>	<u>00</u>	X25 = \$	OR	X50 = \$	
INDEP							
CLAIMS	<u>2</u>	<u>3</u>	<u>00</u>	X100 = \$	OR	X200 = \$	
[] Multiple Dependent Claim Present and Fee Not Previously Paid				\$180		X360	\$
			TOTAL	\$ _____		\$ _____	



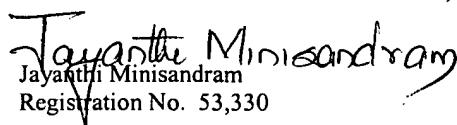
Applicant(s) hereby petition for a one-month extension of time to respond to the outstanding Office Action. Applicant(s) believe that no (additional) Extension of Time is required; however, if it is determined that such an extension is required, Applicant(s) hereby petition that such an extension be granted and authorize the Commissioner to charge the required fees for an Extension of Time under 37 CFR 1.136 to Deposit Account No. 50-0805 (Order No. SUNMP324).



Enclosed is our Check No. in the amount of \$ to cover the extension of time fees.

If the required fees are missing or any additional fees are required to facilitate filing the enclosed response, please charge such fees or credit any overpayment to Deposit Account No. 50-0805 (Order No. SUNMP324). A copy of this sheet is enclosed.

Respectfully submitted,
MARTINE PENILLA & GENCARELLA, LLP


Jayanthi Minisandram
Registration No. 53,330

710 Lakeway Drive, Suite 200
Sunnyvale, CA 94085
Telephone: (408) 774-6905
Customer Number 32291

JUN 16 2008



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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of:) Attorney Docket No: SUNMP324
 Coward, R. Daniel et al.) Examiner: Huynh, Nam Trung
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 Alexandria, VA 22313-1450

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	Claims Remaining After Amendment	Highest Previously Paid For	Present Extra	SMALL ENTITY RATE FEE	OR	LARGE ENTITY RATE FEE
TOTAL CLAIMS	15	21	00	X25 = \$	OR	X50 = \$
INDEP CLAIMS	2	3	00	X100 = \$	OR	X200 = \$
[] Multiple Dependent Claim Present and Fee Not Previously Paid				\$180		X360 \$
				TOTAL	\$ _____	\$ _____

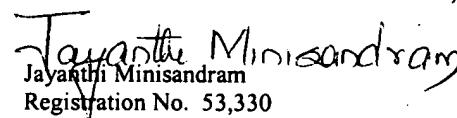


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Signed:

Jayanthi Minisandram
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Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

AMENDMENT

Dear Sir:

Applicants submit this paper in response to the non-Final Office Action mailed March 7, 2008. This paper is timely filed within the three-month period for response which extends to June 9, 2008 (June 7 being a Saturday). Applicants request reconsideration of the subject application in light of the following:

Listing of Claims, which begins on page 2 of this paper.

Applicants' Remarks/Arguments, which begin on page 7 of this paper.